

KONECRANES®

Lifting Businesses™

Service Sales

- * Engage in various sales activities to sell service including planned repairs, components, modernization and new equipment to existing customers and develop new accounts in order to meet minimum established sales quotas. * Prepare or assist in preparing price estimates for service work using established worksheets, guidelines and input from the service department.
- * Maintain personal contact with all existing accounts in sales area. Prepare related monthly reports.
- * Maintain monthly contact with assigned "key accounts" and develop relationship. Document activity with key accounts. Prepare quarterly "key account record" and forward to District Manager. Schedule and conduct contract analysis presentation to all key accounts on an annual basis.
- * Prepare and maintain a log in CRM software of all quotations submitted to customers and provide report to manager once per month or as requested.
- * Monitor workload of service department and ensure all open time slots are filled with sold work.
- * Qualify all new prospects for credit worthiness. Check D&B ratings and obtain credit application, if appropriate. Obtain tax-exempt certificate, if required.
- * Monitor the credit control list and assist in collection efforts of problem accounts, as needed. Consult district staff prior to delivery of services or materials to accounts outstanding for over 60 days.
- * Monitor the contract renewal process to ensure customer needs are met in a timely manner and opportunities are not lost. Assume responsibility for contacting accounts that do not renew their contract. Prepare and submit monthly report of activity. Establish and maintain on-going communications with the service department to address issues related to the customer base.
- * Return MainMan reports to customers within company guidelines outlined in the Contract Retention policy. Ensure strict compliance with all requirements of the Contract Retention policy. Review reports, in detail, and work orders with customer.
- * Maintain customer and contact information in CRM software, as required.
- * Follow all established safety rules and procedures, including those established by the customer.
- * Other duties as assigned by supervisor.

EDUCATION: Bachelor's degree or Associate's degree preferred however, prior equivalent experience and training will be considered in lieu of formal degree.

EXPERIENCE: Two (2) years' experience in industrial service related sales preferred however equivalent education, experience and training will be considered. Must have demonstrated leadership experience, a basic understanding of mechanical and electrical principles, good written and verbal communication skills and good PC skills.

OTHER REQUIREMENTS: Must have basic understanding of mechanical and electrical principles and be willing to work hands on with the service personnel occasionally. Good verbal, written, typing and computer skills are required. Must possess a hunter mentality. Must be persistent with a high tolerance for rejection.

For more information contact mail:haley.leaks@adp.com for more information. **419-420-1830 X4432**

Equal Opportunity Employer Minorities/Women/Protected Veterans/Disabled/Other Protected Category